

JOB DESCRIPTION

APRIL 2021

Job Title:	Senior IT Support Technician
Job Status:	Full Time
Exempt Status:	Non-Exempt
Department	IT
Reports To:	IT Support Services Supervisor

JOB SUMMARY:

The Senior IT Support Technician provides tier 1 & 2 technical support for end users, related to computer systems, software, and hardware issues. Installs, configures, maintains, troubleshoots, and repairs computer systems and network equipment and software. This is a senior level technical position responsible for resolving the most difficult technical issues and mentoring lower-level staff.

ESSENTIAL FUNCTIONS OF THE JOB:

- Provide tier 1&2 Help Desk support to end users.
- Install, troubleshoot, and maintain network switches and security firewalls.
- Install, troubleshoot, and maintain Windows and Mac OS based computers.
- Configuration, monitoring and maintenance of enterprise SaaS applications like; MS O365, Google Suite, etc.
- VMWare and Windows server systems administration, troubleshooting and maintenance tasks.
- Maintain and troubleshoot MS Active Directory and related security platforms.
- Manage and monitor internal assets to ensure accurate inventory records.
- Provide IP phone support (Extension naming, Password Resets, Voice Mail, Local Time Resets, etc.).
- Support school computer labs, faculty, and administration computers, software, and related hardware.
- General software installation, configuration, and maintenance.
- Maintain and troubleshoot cyber security/Virus Issues, perform system recovery.
- Install, troubleshoot, and maintain network cabling and associated hardware.
- Maintain accurate documentation for Help Desk support related issues and configuration control.
- Serve as technical project lead on software and systems hardware implementations.
- Other IT related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Networking Principles: Ethernet, TCP/IP, DNS, DHCP, LDAP, VPN, etc.
- Windows 10, Server 2008R2, Server 2016, and Active Directory.
- Exchange Server 2016.
- Apple OS (Catalina/Big Sur) , Apple IOS & Android OS.
- Office 365 Administration.
- Network switches, firewalls, and Cat 5/6 / Fiber Optic cabling systems.
- PC hardware, printers, scanners, computer peripherals, digital projectors.
- Strong customer service and interpersonal communications skills.
- Ability to effectively communicate technical information, both verbally and in writing.

EDUCATION AND EXPERIENCE:

- BSc/BA degree in Computer Science, Computer Engineering, Management Information Systems, with at least 3 years of related work experience required. Or,
- AA degree in Computer Science, Computer Engineering, Management Information Systems with at least 5 years of related work experience.

PHYSICAL DEMANDS:

This position's duties are normally performed in a typical work environment, based on the activity scheduled. Some physical effort required; however, the employee must occasionally lift and/or move up to 50 pounds. The employee may be required to walk and sit for extended periods and may be exposed to outside weather conditions; including but not limited to, heat, cold, humidity, rain, and direct sunlight. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator, and similar machines.

WORKING CONDITIONS:

Working conditions are dynamic. Work requires the willingness to work a flexible schedule that may require occasional weekend and/or evening hours. Employee will be using his/her personal vehicle; therefore, employee must hold valid driver's license in state where based and have appropriate auto insurance as required by law. Employee must be able to work in a fast-paced environment; must be able to prioritize and work well under pressure. Employee must demonstrate professionalism, integrity, initiative, and exercise confidentiality. Employee must understand and apply all company policies and procedures and have ability to follow instructions, be detailed oriented, and have good follow-through on all projects.

NOTE:

This job description has been reviewed to ensure that only essential functions and basic duties have been included. This job description in no way states or implies that the duties and responsibilities above are the only duties to be performed by the individual(s) with this job description. Requirements, skills, and abilities included have been determined to be minimal standards required to perform the position. The individual(s) may be called upon and required to follow other instructions or perform other duties required by his/her supervisor consistent with the purpose of the position, department, and/or company objectives. Capital Christian Center expressly reserves the right to change this job description and the duties assigned to the individual from time to time as deemed appropriate in Capital Christian Center's sole discretion.

This job description is not intended as and does not create an employment contract or otherwise guarantee employment. Employment is at-will and can be terminated at any time with or without cause and with or without notice by either party.

I have read and understand the responsibilities of the position for which I am applying.

Signature:

Date:
